

March 29, 2002

RE: N11-Directory Assistance  
CC Docket Nos. 99-273, 92-105 and 92-237, DA 02-263

To Whom It May Concern:

The Nebraska Public Service Commission ("NPSC") appreciates the opportunity to provide comments to the Federal Communications Commission ("FCC") in this very important area regarding the provisioning of directory assistance and the ability to choose a 411 provider.

If consumers are permitted to determine their 411 provider, they will benefit from a simplified method of access and be able to choose their provider based on accuracy and price. A review of the cost of implementation of this consumer choice program should be considered. We envision this as a service similar to equal access to IXCs, therefore, it should not be a difficult or expensive transition for the industries. As costs are reviewed, consumer costs associated with inaccurate information should be taken into account. A common consumer complaint is that it is difficult to receive credit for inaccurate directory information provided by a carrier. This is a large burden to customers and undeserved revenue to carriers.

If ILECs continue to be afforded the exclusive opportunity to provide directory assistance through the use of 411, consumers will be deprived of the benefits derived from competition. The NPSC believes that such exclusive use of 411 for ILECs is anti-consumer and anti-competitive.

If you have questions or would like to discuss this matter, please feel free to contact me or Chris Post, Commission Legal Counsel at (402) 471-3101.

Sincerely,

Anne C. Boyle,  
Chair